COURTS IN PIMA COUNTY INFORMATION TECHNOLOGY STRATEGIC PLAN 2016-2018 SUMMARY

LOCAL INITIATIVES, DRIVERS, AND PRESSURES

SUPERIOR COURT, CLERK, PROBATION

- Continue functional enhancements including workflows for Pima Agave case management system and eDocs; extend integration to other justice partner systems.
- Implement new technology to support conciliation court staff calendaring/scheduling and document management processes.
- Expand e-filing at GJ level to additional firms and case types and transition from pilot to production; revamp case initiation in Agave for e-filed cases.
- Implement new server backup technology with disaster recovery functionality and identify a disaster recovery site and implementation plan.
- Provide secure cloud computing e-mail for judicial staff; optimize utilization of mobile devices; expand document creation software to better integrate with automated environment.
- Improve services available on websites, add Spanish language offerings, and revamp public access to electronic records.
- Continue to update and/or replace end-of-life hardware and software products and platforms.

TUCSON CITY COURT

- Continue to prepare for LJ AJACS; including elimination of bolt-on programs, data cleanup/conversion, WordPerfect replacement, and on-demand disaster recovery.
- Create web-based online electronic court calendar that also drives courtroom display monitors.
- Place satellite kiosks for public use in Eastside City Hall and Miracle Mile Police Substation.

PCCJC

- Improve electronic service delivery through website; implement civil case e-filing.
- Establish better disaster recovery site for court systems.
- Implement FARE and improve statistics and disposition reporting from Agave.

CY 2014 ACCOMPLISHMENTS

- Completed multiple Agave releases to provide new features and functions, piloted eBench application with three judges; Integrated Agave data with state's central case index; provided new calendar/scheduling solution for court interpreters.
- Implemented network monitoring for critical court processes.
- Implemented new pre-trial needs assessment tool for tracking & reporting.
- Clerk completed PC refresh and moved from paper reporting to DPS ADRS Web reporting tool.
- Tucson completed server and desktop replacements, upgraded OnBase, automated creation of file labels, and implemented an online record request process.
- PCJCC replaced legacy CMS with Agave, providing integrated case, document, and financial management functionality.

- PCCJC completed many technology enhancements associated with move to new court facility.
- (Smaller AZTEC courts provided no input due to lite year approach being used.)

Statewide Projects: Impacts, Concerns, and Participation Plans

LJ CMS PCCJC enhancing Agave; Tucson Muni continuing efforts for AJACS adoption; other courts working on data cleanup to varying degrees; concern for training/learning curve and data conversion strategy; will be initial county to convert from AZTEC.

JOLTSaz Adopted statewide codeset; continue working on enhancements.

LJ EDMS High impact on current business processes and staff; several LJ courts have standalone EDMS already; will be mid to late adopters, depending on court.

e-Filing/Std Forms Party matching implemented; continuing Agave development to accommodate e-filing; Superior court expanding pilot of statewide solution; will be early to mid-cycle adopters depending on court.

Bench Automation Expanding eBench to entire superior court; significant investment in infrastructure costs anticipated; will be mid to late adopter, depending on court.

Architecture Continuing efforts to address long out-of-support databases and operating systems but risk still present; some locally developed apps that depend on non-standard backend products are planned for replacement.

Risk Juv. Court continues ftp for sched xfers;

Project	Year/ Status	Project Detail Provided			Comments
		Full[1]	Skeletal[2]	Mention[3]	
e-Filing, GJ Full Civil Rollout	FY15		X		Superior Court; Clerk of Court
aiSmartBench	FY16		X		Superior Court; Clerk; full rollout
Case Processing Time Standard Reports	FY17			X	Superior Court
e-Filing Enhancements	FY17		X		Clerk of Court
CCI/SmartBench Document Retrieval	FY16			X	Clerk of Court
aiSmartBench Document Retrieval	FY16			X	Clerk of Court
Mental Health / NICS	FY16		X		Clerk of Court
JOLTSaz Enhancements	FY16		X		Juvenile, AOC

Table title: **TECHNOLOGY PROJECTS**

TECHNOLOGY PROJECTS

Project	Year/ Status	Project Detail Provided			Comments
		Full[1]	Skeletal[2]	Mention[3]	
Improve Agave Operational Performance	FY17			X	Superior Court; incl. Visible code removal
Conciliation Court WANG System Replacement	FY16		X		Superior Court; Agave integration for attorney information
Migrate Pre-Trial Case Tracking System	FY16		X		Superior Court, eliminates FoxPro front end
Mental Health Database Replacement	FY16			X	Superior Court Access 98 Rpl.
Post Family Law Actions	FY16		X		Superior Court, new Agave module
Automate Agave e-Mail Notifications	FY17		X		Superior Court
Migrate Desktop OS, Software, eMail to MS Cloud	FY17		X		Superior Court
Repl Current Intranet/Internet w/ Content Mgmt Solution	FY17		X		Superior Court; replace DotNetNuker
eDocument Workflow	FY16		X		Clerk of Court, Ph III
ADRS	FY16		X		Clerk of Court, eDocs/Agave
Public Access	FY16		X		Clerk of Court; Agave web portal
Collections Software Integration	FY16			X	Clerk of Court; with Agave
Imaging of Delinquency Social Files	FY16		X		Clerk of Court; Juvenile
e-Filing	FY??		X		PCCJC

TECHNOLOGY PROJECTS					
Project	**Year/ Status**	**Project Detail Provided**			**Comments**
		Full[1]	**Skeletal[2]**	**Mention[3]**	
FARE Collections	FY16		X		PCCJC
DR Site	FY16		X		PCCJC
Records Retention and Destruction	FY15		X		PCCJC, AO2014-115
Disaster Recovery Planning	FY15		X		Tucson City Court
Automated Civil Hearing Request	FY15		X		Tucson City Court
Coordinate and Manage FARE Data	FY15		X		Tucson City Court
Scan/Shred	FY16		X		Tucson City Court
Address Existing Bolt-ons	FY15		X		Tucson City Court; incl WordPerfect repl
Electronic Daily Court Calendar	FY15		X		Tucson City Court
Satellite Kiosks	FY15		X		Tucson City Court
IVR (Interactive Voice Recognition)	FY15		X		Tucson City Court
Priors Report	FY15			X	Tucson City Court

Five projects in the summary table do not have validated details in the plan.

Note 1:
An "X" in "Full" indicates that the court has provided full detailed information about the project according to the general parameters outlined in the Commission on Technology's Project Management Methodology. Also, risk analysis, impact, project costs and funding information has been provided.

Note 2:

An "X" in "Skeletal" indicates that the court provided detail about the local project in the master projects listing spreadsheet. Complete information, usually risks, impact analysis, project costs and funding, was not provided.

Note 3:
An "X" in "Mention" indicates that the court mentioned this project in a summary or listed it in an initiative. It may have been a phrase or a full paragraph of description, but did not contain detailed project-oriented information. If these projects are related to pursuing standards or directions already adopted (e.g., OnBase EDMS implementation, Jury+ upgrade, digital audio in the courtroom), then any mention which includes appropriate funding information is sufficient.